

Modules and Chassis Registration

Modules are optional accessories that can be added to an existing FortiGate unit to increase or expand the functionalities of said unit.

A chassis is the physical frame that holds and stores one or more FortiGate units together in a stack.

Both modules and chassis can be registered on the Support Portal as stand-alone units and are visible to the account holder.

Both modules and chassis do not have their warranties but are covered by the support of the linked FortiGate unit.

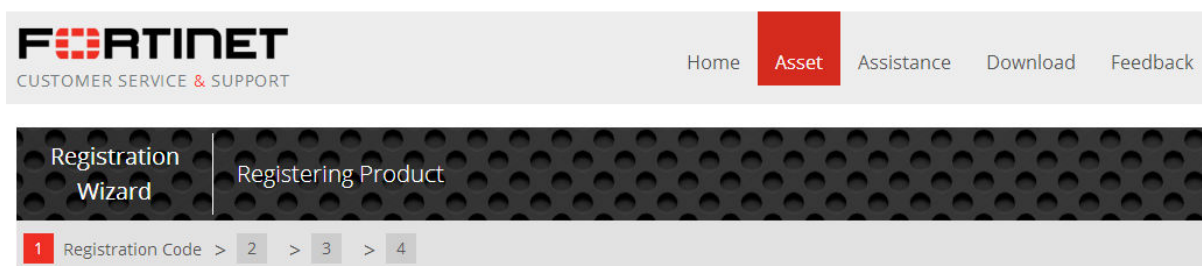
Module or chassis can be linked to the FortiGate unit that carry them.

A. Modules Registration

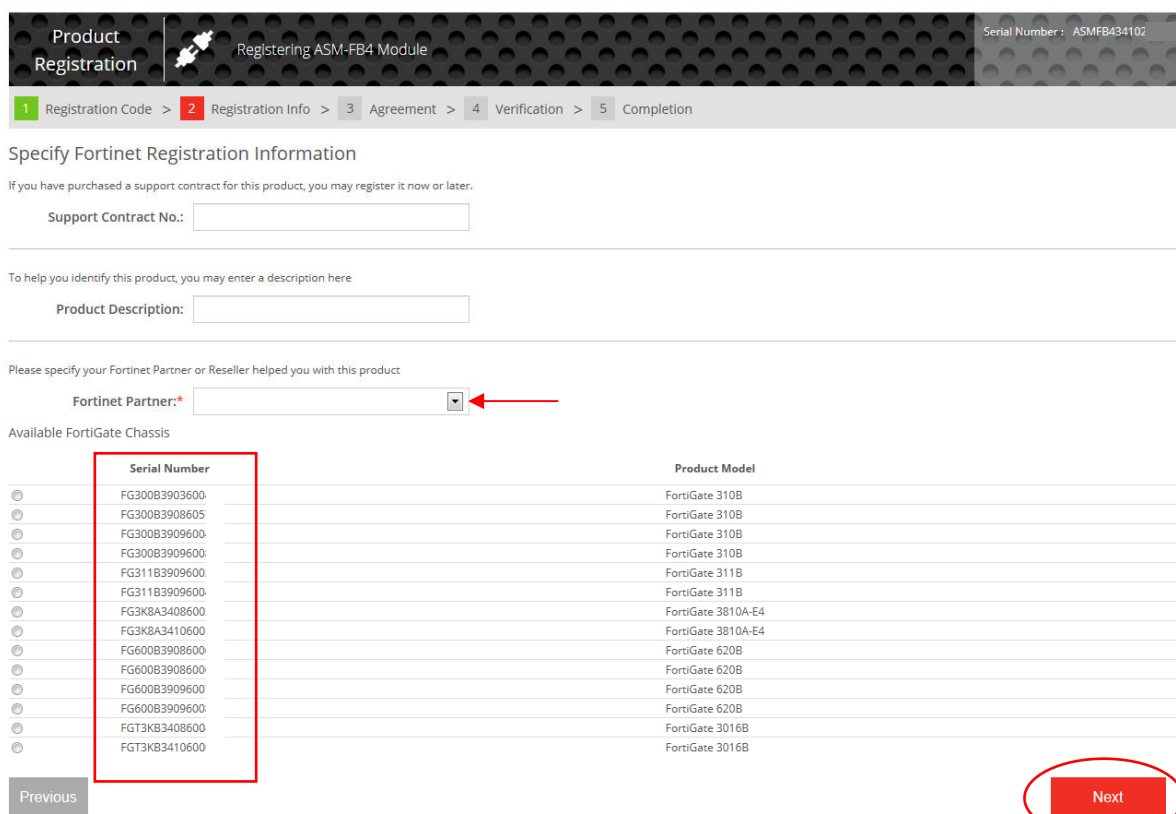
1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**
2. Under Asset, select “ Register/Renew”

Modules and Chassis Registration

3. Enter the module serial number and click **Next**



4. Select your Fortinet Partner from the dropdown menu. Take note of the red box which shows available Fortigate serial number to link the module but it is optional to do this at this stage. Click **Next** to proceed.



Serial Number	Product Model
FG300B3903600	FortiGate 310B
FG300B3908605	FortiGate 310B
FG300B3909600	FortiGate 310B
FG300B3909600	FortiGate 310B
FG311B3909600	FortiGate 311B
FG311B3909600	FortiGate 311B
FG3K8A3408600	FortiGate 3810A-E4
FG3K8A3410600	FortiGate 3810A-E4
FG600B3908600	FortiGate 620B
FG600B3908600	FortiGate 620B
FG600B3909600	FortiGate 620B
FG600B3909600	FortiGate 620B
FGT3KB3408600	FortiGate 3016B
FGT3KB3410600	FortiGate 3016B

Modules and Chassis Registration

5. Read and accept the product registration agreement, click **“Next”**

Product Registration

Registering ASM-FB4 Module

Serial Number : ASMF434102

1 Registration Code > 2 Registration Info > 3 Agreement > 4 Verification > 5 Completion

Fortinet Product Registration Agreement

FortiCare/FortiGuard Service Contract

THIS IS A LEGALLY BINDING AGREEMENT BETWEEN YOU, THE CUSTOMER, AND FORTINET. BEFORE YOU CONTINUE WITH REGISTRATION OF YOUR FORTICARE OR FORTIGUARD SERVICE CONTRACT (THE "SERVICES CONTRACT") CAREFULLY READ THE TERMS AND CONDITIONS OF THIS AGREEMENT. BY CLICKING ON THE "ACCEPT" BUTTON, YOU, AS AN AUTHORIZED REPRESENTATIVE ON BEHALF OF CUSTOMER, CONSENT TO BE BOUND BY AND BECOME A PARTY TO THIS AGREEMENT ("AGREEMENT") AND YOU REPRESENT THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT AND HAVE HAD SUFFICIENT OPPORTUNITY TO CONSULT WITH COUNSEL, PRIOR TO THIS AGREEMENT AND SUBMITTING YOUR REGISTRATION. IF YOU HAVE ANY QUESTIONS OR CONCERNS, OR DESIRE TO SUGGEST ANY MODIFICATIONS TO THIS AGREEMENT, PLEASE CONTACT THE LOCAL FORTINET SALES REPRESENTATIVE TO BE REFERRED TO FORTINET LEGAL. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, DO NOT CONTINUE WITH THE REGISTRATION PROCESS.

The parties to this agreement are Customer and, effective January 1, 2013, either (i) where Customer is located within the Americas, Fortinet, Inc., or (ii) where Customer is located outside of the Americas, Fortinet Singapore Private Limited (each referred to herein as "Fortinet"). The effective date of this Agreement shall commence upon Customer's acceptance of this Agreement. Service Contracts are available for Fortinet's commercial networking products and related equipment, including hardware products with embedded software, and software products sold and licensed to you pursuant to Fortinet's End User License Agreement ("EULA" provided to you with the products, which EULA is incorporated herein by reference and is available at <http://www.fortinet.com/doc/legal/EULA.pdf> and its associated services. This Agreement and the Terms and Conditions of Sale represent the entire agreement between the parties with respect to maintenance and support services and shall supersede all prior representations, discussions, negotiations and agreements, whether written or oral.

1. DEFINITIONS

☐ I have read, understood and accepted the contract stated above

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6. Verify the product entitlement to ensure all are correct. Check the box to accept the terms and click **“Confirm”** to complete the registration.

Product Registration

Registering ASM-FB4 Module

Serial Number : ASMF434102

1 Registration Code > 2 Registration Info > 3 Agreement > 4 Verification > 5 Completion

Verification

Important Notice:

READ BEFORE COMPLETING THE REGISTRATION.

Please verify the entitlement preview for ASMF434102 and its associated services.

Product Warranty Type: Standard.

Product Entitlement:

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Return To Factory	2011-02-03	2012-02-03

Entitlement calculation is based on any existing warranty or contract services plus the term of your new contract. If you have questions regarding these conditions, please open a ticket for Registration Assistance by clicking [here](#).


☐ BY ACCEPTING THIS TERMS, YOU ARE ACTIVATING THIS SUPPORT CONTRACT AND THE ENTITLEMENT PERIOD PROVIDED CAN NOT BE CHANGED. IF YOU WISH TO CONTINUE, CLICK "Confirm" BUTTON TO SUBMIT YOUR REQUEST.

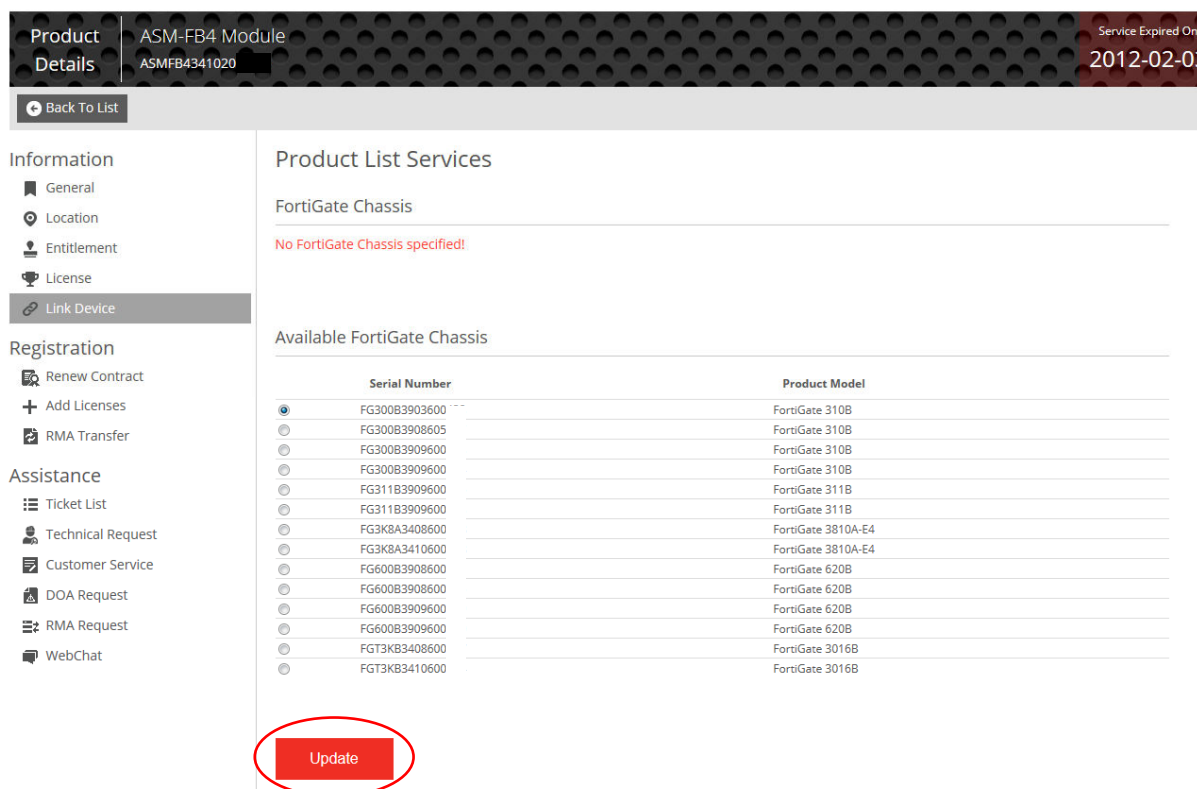
Previous

Confirm

Modules and Chassis Registration

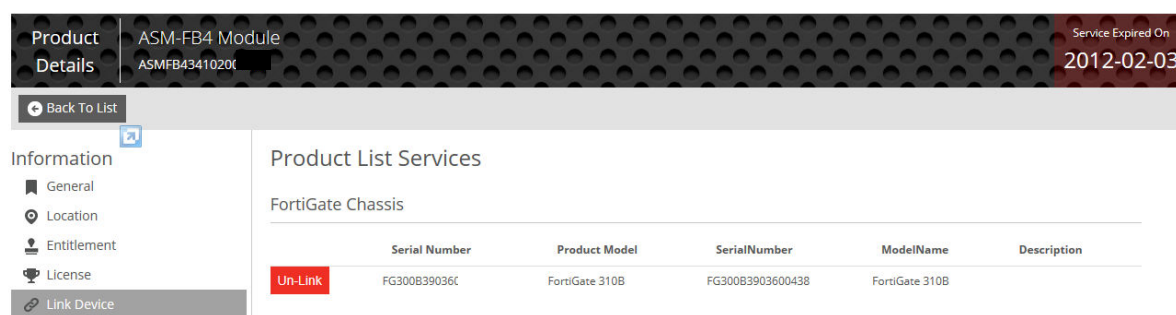
B. Link modules to Fortigate

1. Go to Asset > select “Manage/View Products” to find the module serial number from the product list.
2. Choose  Link Device, to link the FortiGate serial number that carries this module, click **“Update”**.



Serial Number	Product Model
FG300B3903600	FortiGate 310B
FG300B3908605	FortiGate 310B
FG300B3909600	FortiGate 310B
FG300B3909600	FortiGate 310B
FG311B3909600	FortiGate 311B
FG311B3909600	FortiGate 311B
FG3K8A3408600	FortiGate 3810A-E4
FG3K8A3410600	FortiGate 3810A-E4
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FG600B3908600	FortiGate 620B
FG600B3909600	FortiGate 620B
FG600B3909600	FortiGate 620B
FGT3KB3408600	FortiGate 3016B
FGT3KB3410600	FortiGate 3016B

3. Once the module successfully linked to the serial number, you should see the page displays as follow.



Serial Number	Product Model	SerialNumber	ModelName	Description
FG300B3903600	FortiGate 310B	FG300B3903600438	FortiGate 310B	

4. Click **Un-Link** if you want to disconnect the module from the linked serial number.

Modules and Chassis Registration

C. Chassis Registration

1. Go to Asset, click “Register/Renew” and enter the chassis serial number.

FORTINET
CUSTOMER SERVICE & SUPPORT

Home **Asset** Assistance Download Feedback

Register/Renew (1)
Manage/View Products
View Account Service

Registration Wizard | Registering Product

1 Registration Code > 2 > 3 > 4

Specify Registration Code

Please enter your product serial number, service contract registration code or license certificate number to start the registration:

FGC50202A0600 (2)

2. Select your Fortinet Partner from the dropdown menu. Take note of the red box which shows available Fortigate serial number to link the chassis but it is optional to do this at this stage. Click “**Next**” to proceed.

Product Registration | Registering FortiGate 5020 | Serial Number: FGC50202A0600

1 Registration Code > **2 Registration Info** > 3 Agreement > 4 Verification > 5 Completion

Specify Fortinet Registration Information

If you have purchased a support contract for this product, you may register it now or later.

Support Contract No.:

To help you identify this product, you may enter a description here

Product Description:

Please specify your Fortinet Partner or Reseller helped you with this product

Fortinet Partner: (dropdown arrow)

Available Modules

<input type="checkbox"/>	Serial Number	Product Model	SerialNumber	ModelName	Description
<input type="checkbox"/>	FE-5KA3E09600	FortiMail 5001A	FE-5KA3E0960	FortiMail 5001A	
<input type="checkbox"/>	FE-5KA3E10600	FortiMail 5001A	FE-5KA3E1060	FortiMail 5001A	
<input type="checkbox"/>	FGS0032B0400I	FortiSwitch 5003	FGS0032B040I	FortiSwitch 5003	
<input type="checkbox"/>	FGSA013E0960I	FortiBlade 5001A-DW	FGSA013E096I	FortiBlade 5001A-DW	
<input type="checkbox"/>	FGSA013E0960I	FortiBlade 5001A-DW	FGSA013E096I	FortiBlade 5001A-DW	

Previous **Next**

Modules and Chassis Registration

3. Read and accept the product registration agreement, click **“Next”**

Product Registration | Registering FortiGate 5020 | Serial Number : FGC50202A06C

1 Registration Code > 2 Registration Info > 3 Agreement > 4 Verification > 5 Completion

Fortinet Product Registration Agreement

FortiCare/FortiGuard Service Contract

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1. DEFINITIONS

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4. Verify the product entitlement to ensure all are correct. Check the box to accept the terms and click **“Confirm”** to complete the registration.

Product Registration | Registering FortiGate 5020 | Serial Number : FGC50202A06C

1 Registration Code > 2 Registration Info > 3 Agreement > 4 Verification > 5 Completion

Verification

Important Notice:

READ BEFORE COMPLETING THE REGISTRATION.

Please verify the entitlement preview for FGC50202A06C and its associated services.

Product Warranty Type: Standard.

Product Entitlement:

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Return To Factory	2008-11-20	2009-11-20
Firmware & General Updates	Web/Online	2008-11-20	2009-02-18
Enhanced Support	8x5	2008-11-20	2009-02-18


Entitlement calculation is based on any existing warranty or contract services plus the term of your new contract. If you have questions regarding these conditions, please open a ticket for Registration Assistance by clicking [here](#).

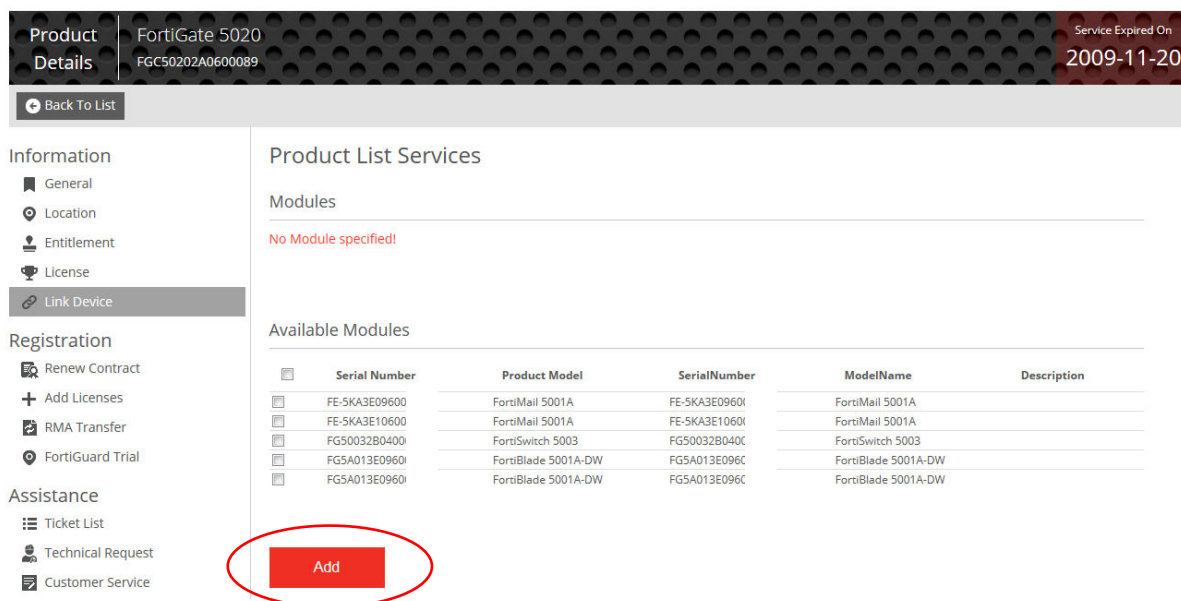
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Previous Confirm

Modules and Chassis Registration

D. Link Chassis to Fortigate

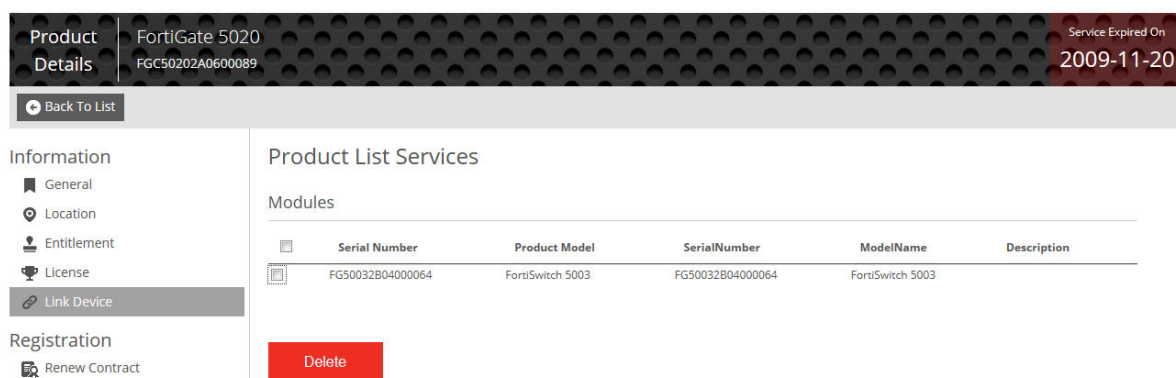
1. Go to Asset > select “Manage/View Products” to find the chassis serial number from the product list.
2. Choose  Link Device, to link the serial number that carried by this Chassis, click **“Add”**.



The screenshot shows the 'Product Details' page for a FortiGate 5020. The top header includes the product name, serial number (FGC50202A0600089), and a service expiration date of 2009-11-20. A 'Back To List' button is visible. The left sidebar contains navigation links for Information (General, Location, Entitlement, License, Link Device), Registration (Renew Contract, Add Licenses, RMA Transfer, FortiGuard Trial), and Assistance (Ticket List, Technical Request, Customer Service). The 'Link Device' option is selected. The main content area is titled 'Product List Services' and shows a 'Modules' section with the message 'No Module specified!'. Below this is a table of 'Available Modules' with columns for Serial Number, Product Model, SerialNumber, ModelName, and Description. A red 'Add' button is circled at the bottom of the available modules table.

Serial Number	Product Model	SerialNumber	ModelName	Description
FE-5KA3E09600	FortiMail 5001A	FE-5KA3E09600	FortiMail 5001A	
FE-5KA3E10600	FortiMail 5001A	FE-5KA3E10600	FortiMail 5001A	
FG50032B0400	FortiSwitch 5003	FG50032B0400	FortiSwitch 5003	
FG5A013E0960	FortiBlade 5001A-DW	FG5A013E0960	FortiBlade 5001A-DW	
FG5A013E0960	FortiBlade 5001A-DW	FG5A013E0960	FortiBlade 5001A-DW	

3. Once the module successfully linked to the serial number, you should see the page displays as follow.



The screenshot shows the 'Product Details' page for a FortiGate 5020. The top header includes the product name, serial number (FGC50202A0600089), and a service expiration date of 2009-11-20. A 'Back To List' button is visible. The left sidebar contains navigation links for Information (General, Location, Entitlement, License, Link Device), Registration (Renew Contract), and Assistance (Ticket List, Technical Request, Customer Service). The 'Link Device' option is selected. The main content area is titled 'Product List Services' and shows a 'Modules' section with a table of linked modules. A red 'Delete' button is visible at the bottom of the table.

Serial Number	Product Model	SerialNumber	ModelName	Description
FG50032B04000064	FortiSwitch 5003	FG50032B04000064	FortiSwitch 5003	

4. Tick the box and click **“Delete”** if you wish to un-link the serial number from the chassis.